



+ Talent Conversations

How to have better performance conversations



Linktree

epicrivers.com

The **performance review** is the most dreaded conversation of the year for many.

Who dreads it more?



Leader? Employee? HR?

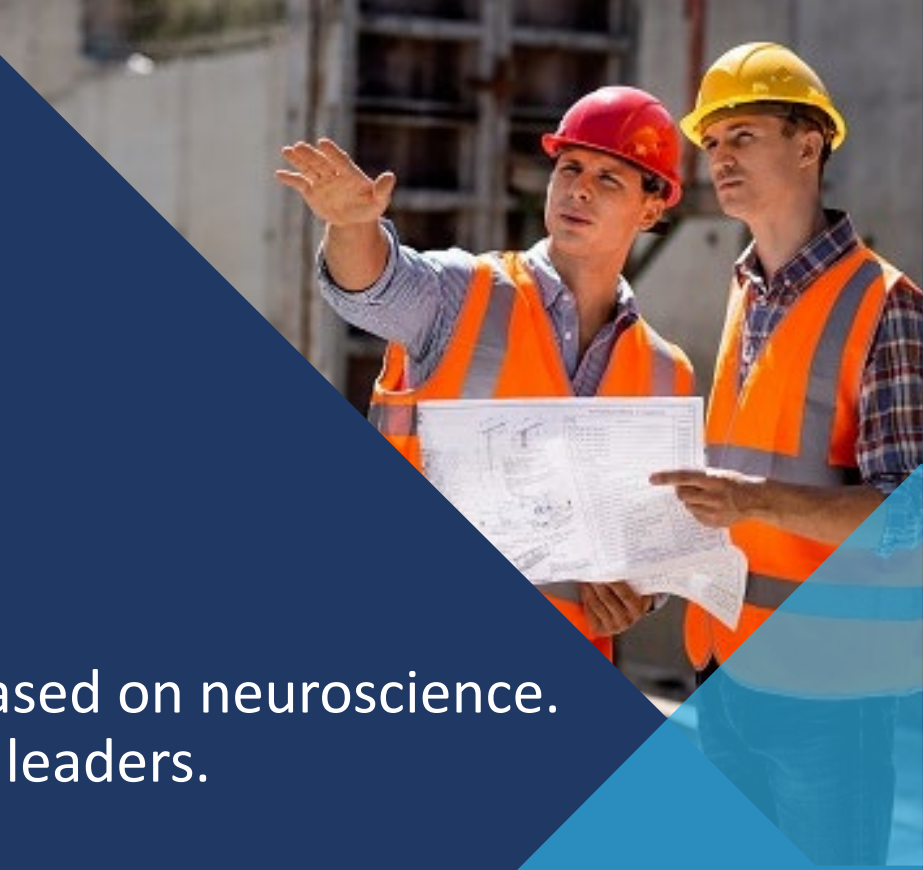
That's not ok.

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OUR GOAL

Protect your company's profit and talent!

- Make performance conversations **less scary**.
- Make performance conversations **more meaningful** based on neuroscience.
- Share best practices so people feel supported by their leaders.



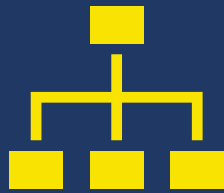
EVERY
CONVERSATION
MATTERS

Turn “performance conversations” into year-round **+Talent Conversations**.





More time spent
focused on work than
anywhere else



Direct manager is #1
factor impacting the
work experience



Experience at work
impacts other
areas of life



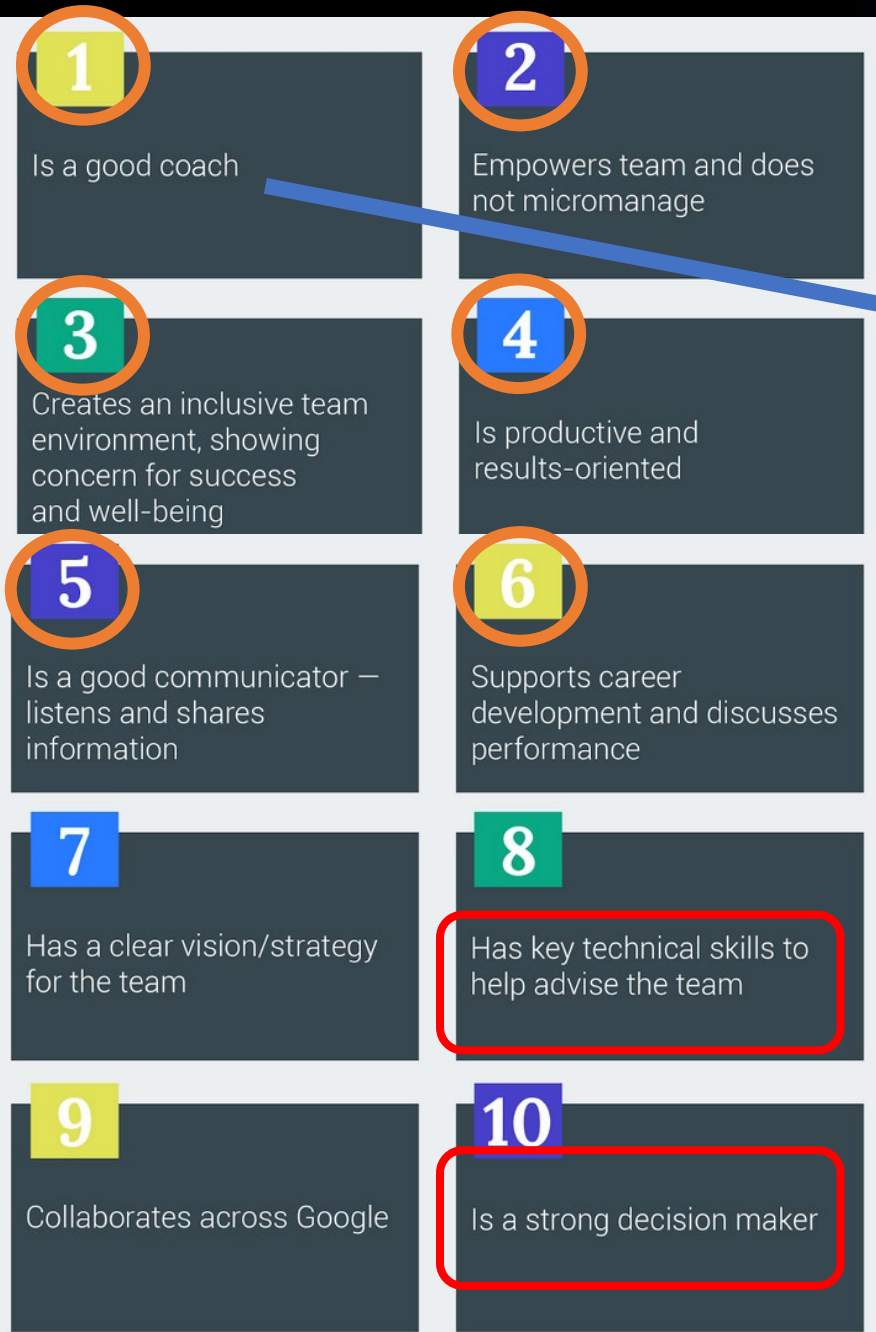
Leaders have a profound impact on people's lives



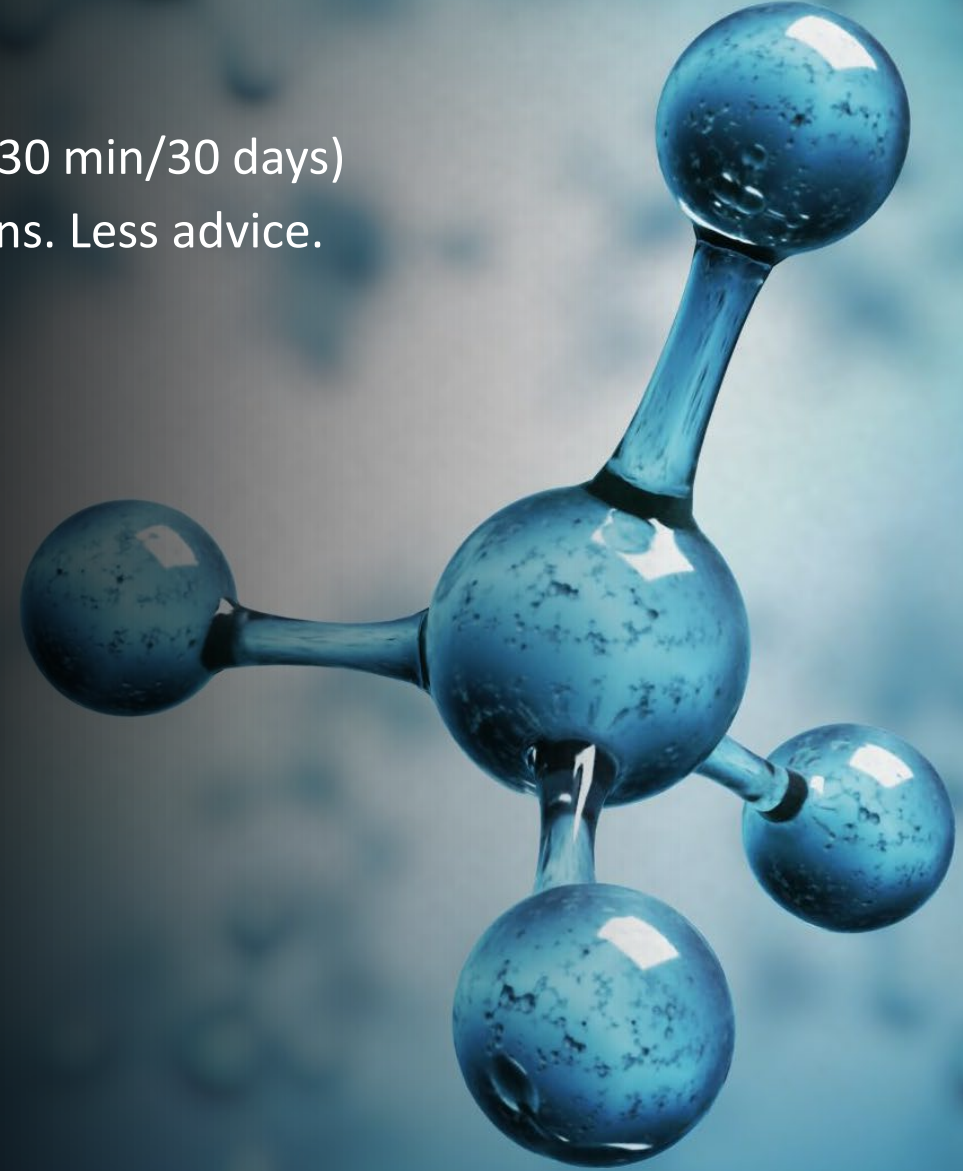
The Good News:
It's not rocket science

Google Project Oxygen

Qualities of the best managers



- Regular 1:1s (30 min/30 days)
- More questions. Less advice.



+Talent Conversations

1. Aspirations

2. Feedback

3. Feedforward

4. Systems of Support



Talent Conversations

1. Aspirations

- What has this year been like for you?
- What skills or expertise do you want to develop this year?
- Where do you want to be in 3-5 years?

2. Feedback

- Here's how I rated you and why.
- Here's what you should do more/less.
- Provide 4:1 and specific behaviors.

3. Feedforward

4. Systems of Support

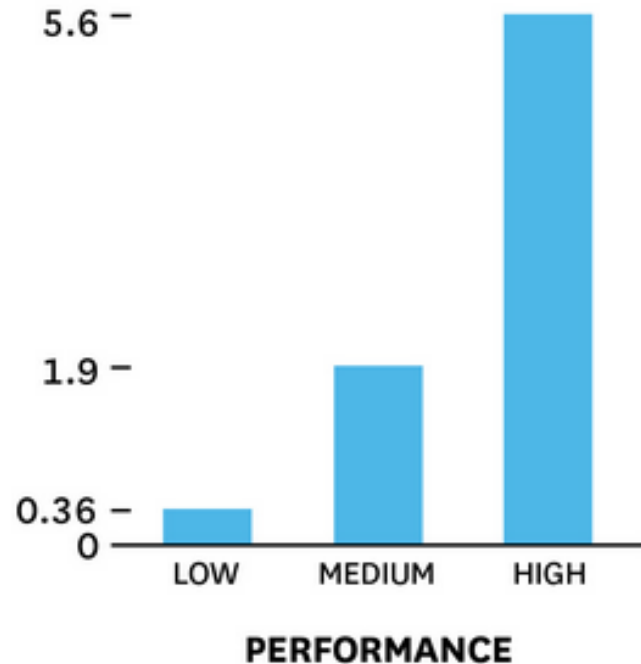
Ratio of feedback
Support : **Challenge**
4 : **1**



+Talent Conversations

A LITTLE CRITICISM GOES A LONG WAY

Top performing teams give each other more than five positive comments for every criticism.



SOURCE LOSADA & HEAPHY: THE ROLE OF POSITIVITY AND CONNECTIVITY IN THE PERFORMANCE OF BUSINESS TEAMS, 2004

HBR.ORG



Ratio of feedback

4:1

Support : Challenge

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3. Feedforward

- Let's align on what success looks like and how you will be measured.
- To get a higher rating, I need to see ...

4. Systems of Support

- What feedback do you have for me?
- How can I best support you going forward?
- What do WE need to do differently?

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Groups of 3-4 (3-5 min)

1. What do you do best and why?
2. What should you give more focus?
3. How could the + approach help you?



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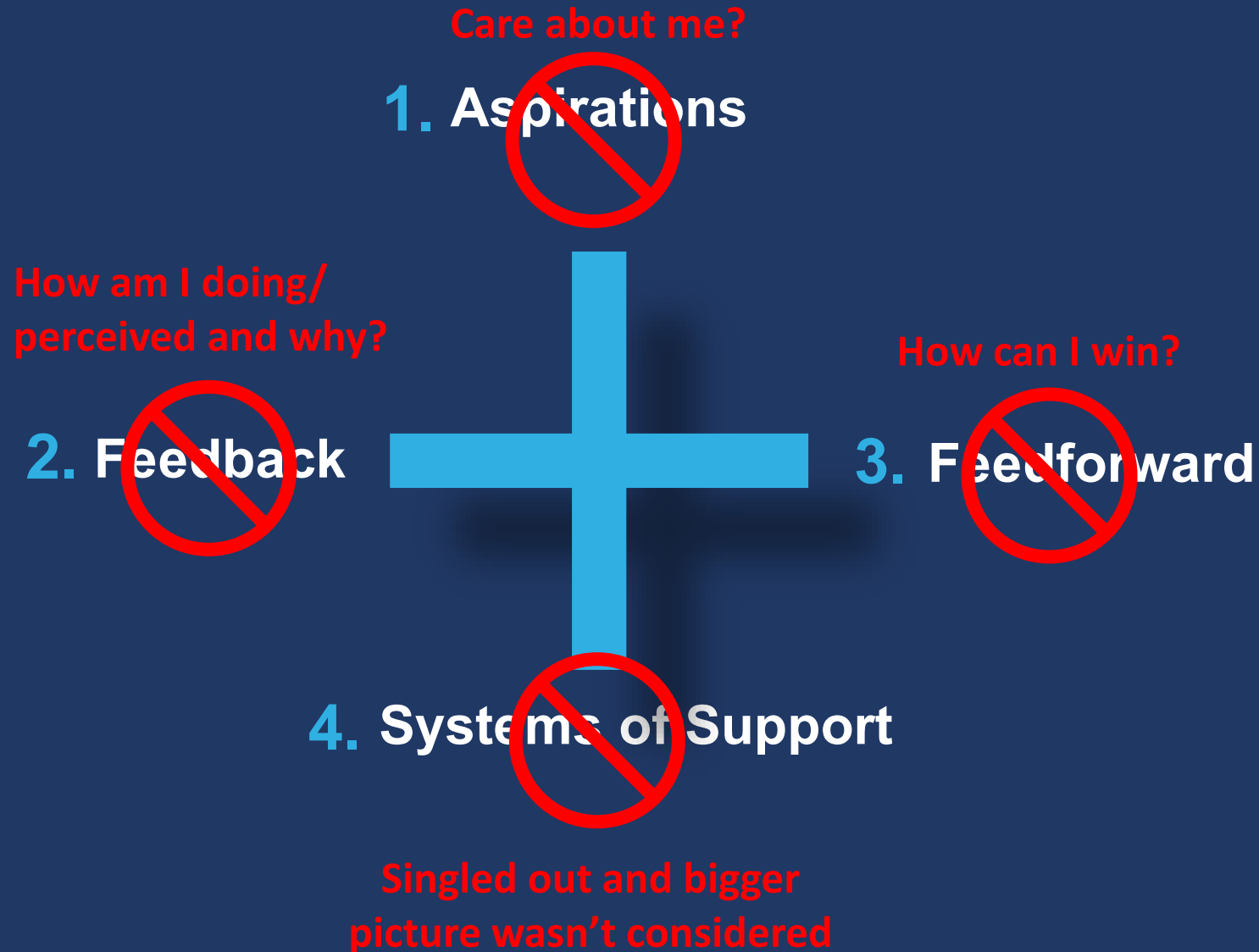
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Large Group Debrief

What themes did you hear?



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When you disagree on a performance rating explore...

Supervisor's rating: **RESULTS & IMPACT**

Employee's rating: **EFFORT & INTENT**



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Regular 1:1s

Talk 30%. Listen 70%

Practice 4:1 (Support:Challenge)

Best Leader. Best Team.



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1. Aspirations

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EVERY
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MATTERS



Sign up for email/text
reminders every 3 days

Q&A





“Be the change you wish to see in the world!”

- Attributed to Gandhi

I commit to...

www.epicrivers.com



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